

Customer Complaints Policy

1. Introduction

- 1.1. Peterborough Environment City Trust (PECT) is committed to ensuring customer service excellence is integral to planning, resourcing and delivery of all of our projects and services.
- 1.2. PECT is keen to receive feedback from our customers and partners to help us improve the quality of our service.
- 1.3. We want to continue providing innovative projects that benefit the environment and, whilst we strive to provide a good level of service, there may be occasions when problems arise and the service is not what we would wish. If you have a complaint, we would like you to draw it to our attention so that we have the opportunity to resolve the problem.

2. Procedure

2.1. Step 1

- 2.1.1. Formal complaints can be sent to:

Selina West
Officer Manager
Peterborough Environment City Trust
The Green House
4-6 Cowgate
Peterborough
PE1 1NA

info@pect.org.uk

01733 568408

- 2.1.2. The complaint will be logged in a complaint register for our records and forwarded to the appropriate person.
- 2.1.3. You will receive a response confirming your complaint was received and informing you of the person that the complaint has been forwarded to.

- 2.1.4. Complaints can often be resolved very quickly and informally but if a complaint cannot be solved in this manner then we aim to reply in writing within a reasonable time frame.

2.2. Step 3

- 2.2.1. If you are not satisfied with the response you can request that your complaint be forwarded to a member of the Senior Management Team.
- 2.2.2. In this case, the complaint will be forwarded to a member of the Senior Management team, who will respond within a reasonable timeframe.

3. Complaints about our Fundraising

- 3.1. PECT is a member of the Fundraising Standards Board (FRSB) and is committed to upholding the Fundraising Promise and Codes of Conduct.
- 3.2. However, if you have a complaint about our fundraising and are not satisfied with the outcome having followed the process above you can refer your complaint to the FRSB. Visit their website <http://www.frsb.org.uk/give-with-confidence>.